



**mictseta**

Media, Information and Communication Technologies  
Sector Education and Training Authority

Accelerating quality skills towards an information savvy society

## **REQUEST FOR APPLICATIONS TO CONTINUE THE IMPLEMENTATION OF LEARNERSHIP PROGRAMME (SAQA QUAL ID: 78964)**

### **Requirements.**

- The employer should be within MICT Sector and have a minimum of 2 years proven experience in successful implementation of FETC: IT: Technical Support, NQF Level 4 Learnership Programme.
- Up to date WSP and ATR Submission
- Tax Clearance Certificate
- BBBEE Certificate and or Exemption Certificate
- Evidence of partnership with an Accredited Training Provider accompanied by Proof of Accreditation with the relevant Quality Assurance Body for the qualification.
- Relevant workplace capacity to place or find alternative workplace for the practical component of the Learning Programme for the total number of 25 Learners.

### **SPECIFICATIONS: FINALISATION OF FETC: IT: TECHNICAL SUPPORT, LEVEL 04 (SAQA QUAL ID: 78964) LEARNERSHIP PROGRAMME FOR 25 LEARNERS.**

#### 1. Administrative responsibilities

- The employer must ensure the registration of Learnership Agreement in line with Sector Education and Training Authorities Workplace Based Learning Agreement Regulations, 2018
- Ensure that all learners are certificated within 30 working days after completion of the FETC: IT: Technical Support, Level 4.
- Ensure timeous payment of learners' stipend as per employment contract.
- Ensuring that all learners' information is uploaded into MICT SETA MIS System.
- Ensure Compliance with all the Quality Assurance Standards of the Quality Assurance Body for the FETC: IT: Technical Support Level 04 qualification.

**Physical Address:** Block 2, Level 3 West, Gallagher Estate, 19 Richards Drive, Midrand | **Postal Address:** P O Box 5585, Halfway House, 1685  
**Tel:** (011) 207 2600/3 | **Fax:** (011) 805 6833 | **Call Centre:** (011) 207 2600

**Board Members:** Sihle Ngubane (**Chairperson**), Mdu Zakwe (**CEO**), Clyde Mervin, Donald Liphoko, Marilyn Radebe, Matsebe Phasha, Ntombi Khumalo, Ntomboxolo Maheneza, Sontaga Mantlhakga, Teboho Morobe, Thabo Mofokeng, Thamsanqa Mzileni, Ulandi Exner, Zamaswazi Phakathi.

## 2. Facilitate, assess and moderate below unit standards

Code	Title	credits
14913	Explain the principles of computer networks	5
14908	Demonstrate an understanding of testing IT Systems against given specifications	6
14926	Describe information systems departments in business organisations	3
252210	Handle a range of customer complaints	4
14919	Resolve computer user's problems	5
14938	Resolve technical computer problems	5
119472	Accommodate audience and context needs in oral/signed communications	5
119465	Write/present/sign texts for a range of communicative contexts	5
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	5
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	6
14939	Assemble a personal computer or handle Computer and peripherals from modules	7
14935	Repair Peripherals for a Personal Computer or hand-held Computer to Module	9
14950	Install a Personal Computer or Hand-held Computer and Peripherals	7
10313	Comply with service levels as set out in a Contact Centre Operation	10

## 3. Assess and Moderate below unit standards

Code	Title	credits
119469	Review/view, analyse and respond to variety of texts	5
119459	Write, present/sign for a wide range of contexts	5
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	5
119467	Use language and communication in occupational learning programmes.	5
14921	Describe the types of computer systems and associated hardware configurations.	6
14963	Investigate the use of computer technology in an organisation	6
114636	Demonstrate an understanding of preventative maintenance, environment and safety issues in a computer	6
14920	Participate in groups and or teams to recommend solutions to problems	3
119457	Interpret and use information in texts	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	6
14944	Explain how data is stored on computers	7
14927	Apply problem solving strategies	4
14917	Explain computer architecture concepts	7
14922	Demonstrate knowledge of the principles of electronic logic for computing	9

**Physical Address:** Block 2, Level 3 West, Gallagher Estate, 19 Richards Drive, Midrand | **Postal Address:** P O Box 5585, Halfway House, 1685  
**Tel:** (011) 207 2600/3 | **Fax:** (011) 805 6833 | **Call Centre:** (011) 207 2600

**Board Members:** Sihle Ngubane (**Chairperson**), Mdu Zakwe (**CEO**), Clyde Mervin, Donald Liphoko, Marilyn Radebe, Matsebe Phasha, Ntombi Khumalo, Ntomboxolo Maheneza, Sontaga Mantlhakga, Teboho Morobe, Thabo Mofokeng, Thamsanqa Mzileni, Ulandi Exner, Zamaswazi Phakathi.

12154	Apply comprehension skills to engage oral texts in a business environment	5
-------	---	---

4. Placement of learners

Place learners to an appropriate workplace environment that provide workplace activities that addresses the workplace component of the FETC: IT: Technical Support, Level 04 Learnership Programme. Ensure that learners' complete logbooks for the entire duration of the workplace component of the programme.

**Total Cost of Training (25 Learners): R 347 500.00 excluding Learners Stipend (06 Months). Learners stipend: R 360 000.00 (08 Months)**

**Applications:**

A two-page proposal accompanied by all information should be sent to [LOI@mict.org.za](mailto:LOI@mict.org.za) before the closing date (**02 August 2019**) of the applications.